

**CTA ADA Advisory Committee
Meeting Minutes
Monday, April 8 2019**

Members Present

Committee Members:

Angela Davis (Chairman)
Melissa Fuller (Vice Chairman)
Adam Ballard
Pamela Berman
Phyllis Buchanan
Whitney Hill
Donna K. Shaw
Gary Walley

Facilitator:

Amy Serpe, Manager, ADA Compliance Programs

CTA Staff

Michael Connelly, Chief Planning Officer

Excused Absence:

Bridget Hayman
Michele Lee

Chairman Angela Davis called the meeting to order at 1:33 p.m.

Roll Call

- Meeting members introduced themselves and their affiliations if any.

Announcements

- Vice Chairman Fuller asked if anyone had any announcements.
- Facilitator Serpe informed the Committee that Ms. Laura Isaacs has resigned the Committee.
- Ms. Pam Berman stated that she is doing an outreach presentation for Guide Dogs for the Blind on Saturday, April 13th at 10 a.m. at Second Sense, 65 E. Wacker Place, Chicago.
- Vice Chairman Fuller announced that the National Federation of the Blind in IL (NFB) is having a fundraiser at Beggars Pizza, 310 S. Clinton, Chicago, this Wednesday, April 10, 2019 from 11 a.m. to 7 p.m. A portion of your bill will be donated to the NFB.
- Ms. Whitney Hill announced during the month of April into May, Blind Services is sponsoring some resume writing workshops. The sessions are free but registration is required. They are also having a fundraiser April 12 and 13 for the organization's summer programs.
- Mr. Mike Connelly stated that he has sent all Committee members CTA's Standard Operating Procedures (SOPs) for Bus and Rail. These are living documents and are updated periodically.

Approval of Minutes

- The *Meeting Minutes* for the January 14, 2019 meeting were sent to all Committee members in advance for review in addition to the hard copy provided in the meeting packets.
- Vice Chairman Fuller asked that moving forward, no italics should be used when the transcript is being directly quoted. She explained that her screen reader has difficulty interpreting this. Facilitator Serpe said that she will only use quote marks and no italics if taking information verbatim from the transcript. Vice Chairman Fuller said it was not necessary to change the Minutes sent just use the quote marks for future Minutes.
- As there were no corrections to the Meeting Minutes, Chairman Davis asked for a motion to approve the minutes as submitted.
- Vice Chairman Fuller moved and Ms. Shaw seconded the motion.

- Everyone voted to approve the Minutes as written.

Public Comment

- Vice Chairman, Fuller called forth the one speaker for Public Comment.
- Mr. Garland Armstrong is concerned about the bus islands at the Cumberland Station Bus Terminals on the Blue Line and wants to know if there is a date to work on this project.
- Mr. Mike Connelly, CTA Chief Planning Officer explained that as of now, it is not determined as to when such construction will move forward due to the fact that, as of yet, there is no State Capital Budget Program.

Red-Purple Modernization (RPM) Project

- Mr. Jeff Wilson, Director of Community Relations for the RPM project was unavailable but did provide the following notes which were delivered by Facilitator Amy Serpe.
- Procurement: Design-Build contract was issued to Walsh-Flour, the notice to proceed was issued on February 8, 2019.
- Outreach: CTA's Government and Community Relations (GCR) Department participated in Lawrence to Bryn Mawr Modernization meetings and events with 48th Ward Alderman Osterman, business owners and community members on February 1, 6, 7, 9 and 14, 2019 to provide information about the project.
- Utility work continues within both the Red Purple Bypass area as well as the Lawrence to Bryn Mawr Modernization area.

General Construction Report Update

- Ms. TaNesheha Marshall, Vice President, Capital Construction presented project updates.
- 95th Street Station: The North Terminal, which was open in January has 2 new elevators. There are also 2 elevators at the South Terminal, one of which is under construction and there is other "punch list" work going on in that terminal. 95th Station also has a total of 7 escalators.
- Garfield Green Line Station: Now has 2 elevators that have been refurbished. A second escalator was also added so there are now also 2 escalators at that station. Additional "punch list" work is also happening.
- Illinois Medical District (IMD): Has one elevator (at Ogden) and 2 ramps (at Paulina and Damen).
- Quincy: This historical station now has 2 elevators (one on each side of the street with direct access to the Station House on the Platform level).
- Jefferson Park: The rail terminal has 1 elevator and 2 escalators. Work on the north and south bus terminals which are being rehabbed to better facilitate individuals who use mobility devices will include an audio bus tracking component in addition to the existing tracking information. This is still a work in progress.
- Ms. Marshall also reported that, "Belmont currently has two escalators. Wilson, we were able to add two elevators and two escalators. We have upcoming projects which include Logan Square along the Blue Line. We will modernize two elevators. It is currently there, but we will upgrade those two elevators. Also our next upcoming project is Grand Chicago Division. We will be rehabbing the escalator at Grand Avenue. Chicago and Division currently have escalators, and we will be rehabbing those."
- Vice Chairman Fuller raised the issue of more contrast on rail station stairs. Ms. Marshall said that her team was working with the Planning and Engineering Departments to identify a station from which to conduct a Pilot Program related to providing more contrast on stairs. She said that no particular station has yet to be identified. Vice Chairman Fuller suggested somewhere downtown such as on State Street and Ms. Marshall will take the suggestion under advisement.

CTA Capital and Operating Budget Information

- Mr. Michael Fitzsimons, Manager CIP Development provided an overview of the budget.

- Mr. Fitzsimons explained that, “The CTA operating budget is \$1.55 billion. At this point in time, based on the 2018 count through the bus system, we serve 2.8 billion passenger trips and this requires 1,550 buses. These buses transverse over 10,500 bus stops in addition to 128 bus routes they serve. On the rail side, we serve 2.3 billion passenger trips. That requires 1,115 rail cars that transverse 145 stations over eight miles”.
- “CTA has basically the operating revenues divided in two sections. Those revenues provided by the system and then those revenues that are provided by the public subsidies. The vast amount and majority of revenue come from fare and passes and a few other sources such as the State subsidy and the Cook County and City of Chicago subsidies”.
- “The other sides of the revenue stream comes from public funding. There's basically three categories within the public funding. There is the RTA sales tax receipt, it is collected by the Cook County, suburban Cook, and the collar counties. The CTA gets the full share of the City portion. They get 30 percent of the suburban Cook County portion. They do not get a share of the collar counties. The State of Illinois matches the sales tax receipts and we have the Illinois Public Transportation Fund. There's a smaller real state transfer tax that's just focused on the City of Chicago, which the CTA receives all of those. So if you look at the general make up of the revenue source, about 45 percent is system generated and about 55 percent comes from public subsidies”.
- “The operating expenses. The vast majority of the operating expenses, 70 percent from labor cost. The other main category here is every other expense category ... [pension, technology, legal, utility and debt services on CTA capital bond] and that takes up about 18 percent”
- Budget challenges include, “substantial State cuts to the operating and capital budgets since 2014. On the operating side of \$135 million. And then on the capital side, the CTA has not received what we traditionally expected of an annual transportation benefit for the total of \$1 billion since 2014. The totality of that is almost \$2 billion of potential capital from the State CTA can use over a 15-year period”.
- “One other interesting note, the State contributes essentially about \$0.57 per ride. This compares nationally to the next level, New York City, which gets about double that, \$1.12 per ride. Places like Boston and Philadelphia [also receive more]. The CTA is truly underfunded when it comes to State funding for transportation”.
- “Ridership trends are down dramatically since 2012. They're down 14 percent for a total of 76.8 million rides. Now, this is not just the CTA. All across the nation, all the transit agencies are experiencing this mostly due to the mobility services such as ride hailing services, Uber and Lyft”.
- “The 2019 capital program invested \$2.9 billion. The primary source are Federal funds. ... The Red Purple Modernization [RPM Program], the Red Line Extension [RLE] and the Green [Line projects] are set to have a transformation impact on CTA operations going forward over the next decade”.
- “Even with the limited funding, the CTA does have an investment plan on the bus side and the rail side. On the bus side, we just received 25 new standard 40-foot buses. We have a procurement for 20 electric buses and associated power infrastructure for that. Those buses are to go into service in 2020 on the Chicago Avenue route, 66. We also have two dedicated overhaul programs that will allow for the overhaul of 500 buses”.
- “On the rail side, we continue to invest in our fleet where we'll have 400 new rail cars in service in the near future and we are purchasing four diesel locomotives [to] replace locomotives operating throughout the system to move work trains. These [older] diesel locomotives are over 40 years old”.
- Other current and future projects include Your New Blue working on 5 of the remaining 13 stations, modernizing our signal system of Jefferson Park to O'Hare, RPM Project, Red Line Extension Project (RLE). The plan for RLE is to extend the Red Line at 95th to 130th – five miles – by building new stations at 103rd, 111th, Michigan, and 130th Streets.
- Chairman Davis asked about how much money is lost due to the fact that the state subsidy didn't come through to which Mr. Fitzsimons responded about \$14M. It used to be \$28M which has been cut in half the last 5 years.
- Ms. Buchanan asked why there is a short fall in regards to getting money from the state. Mr. Fitzsimons stated that, “... we need a State bonds transportation program annually to support our Federal program, which is what all the transit agencies across the country expect. We have been lacking that recently because of the obvious State budget problems. They haven't been able to initiate a program because generally the

program needs to be introduced by the legislature as opposed to a direct annually occurring source. Therefore, because of the State budget problems over the last ten years, there has been great hesitancy and ability to find a source for bonds program and, therefore, they have not been able to do a traditional five-year bond program. Normally it comes in five-year increments. For example, we missed that increment 2004 and '08. We got some State funds in 2009 through '14. We were okay. But then since 2014 and '15, we haven't had a State program. That has led to CTA doing some additional bonding to support those capital projects. But yes, we really would expect hopefully there would be a traditional program in the future.

- Chairman Davis pointed out that people can go online to a site, getonboardil.org, through the RTA, to send a form letter to their representative and the Governor letting them know that there needs to be money to support access to transportation.
- People were also concerned about funding for the RPM and RLE Programs. It was explained that funding has been designated for the RPM Phase One Project which is for the rebuild of 4 stations (Lawrence, Argyle, Berwyn and Bryn Mawr), as well as the Belmont Fly-Over. RLE planning has begun but this is a ten year project and additional funding is needed.

Elevator/Escalator Efficiencies Report

- The Elevator/Escalator Efficiencies Reports were sent to all Committee members in advance for review in addition to the hard copy provided in the meeting packets.
- Mr. Nicholas Labus, Manager, Facilities Maintenance was available to answer any questions and presented information regarding upcoming maintenance work..
- Mr. Labus reported that the 203 N. LaSalle Elevator at the Clark & Lake Station, north side of LaSalle Street, which was out for a cylinder replacement was back up last Friday.
- Mr. Labus also stated that the, "... 35th and Archer Elevator on the Orange line, that's going through some repairs and won't be back in service until April 26th". Additionally, the elevator at the 63rd and King Drive Green Line station is having a floor replacement. "We found extensive water damage to the bottom and underneath the sub-floor. So that will be estimated to come back into service April 26th as well. That's all we have for elevators at this time. For escalators, [we] just recently completed 35th Dan Ryan Red Line escalator. We reconditioned that. That went back into service I believe two weeks ago. ... We began a recondition of Grand and Halsted Blue Line Monroe/Adams Blue, we're reconditioning that and that's scheduled to return to service May 24th".
- For the 1st quarter of 2019 vs. Q-1 in 2018, the following reflects **Elevator** Efficiencies:
 - January 2019 = 93.1% vs. January 2018 = 98.9% (-5.7%)
 - February 2019 = 93.1% vs. February 2018 = 97.2% (-4.1%)
 - March 2019 = 94.0% vs. March 2018 = 99.0% (-5.0%)
- For the 1st quarter of 2019 vs. Q-1 in 2018, the following reflects **Escalator** Efficiencies:
 - January 2019 = 94.7% vs. January 2018 = 95.3% (-0.6%)
 - February 2019 = 95.1% vs. February 2018 = 95.2% (-0.1%)
 - March 2019 = 93.0% vs. March 2018 = 97.5% (-4.5%)
- Mr. Labus added information on the following **Escalator** Reconditioning Projects.
 - Grand/Halsted – Blue Line: Anticipated completion, August 12, 2019.
 - Monroe/Adams – Blue Line: Anticipated completion, May 24, 2019.

Customer Service Report

- The Customer Service Reports were sent to all Committee members in advance for review in addition to the hard copy provided in the meeting packets.
- Kate Kennelly, Manager of Customer Feedback Programs was available to answer any members' questions.
 - There were no questions from Committee members.

- Customer Service Statistics for the 1st quarter of 2019 are as follows.
- Total CTA complaints for all three months of Q-1 2019 (January, February and March 2019), = 4,035 of which 178 were ADA related complaints.
- January 2019 complaints = 43
- February 2019 complaints = 58
- March 2019 complaints = 77
- Q-1 2019 Bus Related Complaints: January = 37, February = 48 and March = 62 totaling 147.
- Q-1, 2019 Rail Related Complaints: January = 6, February = 10 and March = 15 totaling 31. (147 + 31 = 178 bus & rail complaints).
- During the 3 month 2019 Q-1 period, there were a total of 27 ADA Compliance Complaints which include things such as: *Employee failing to assist customers with disabilities or help with securement of wheelchairs, not complying with ADA rules and fare discrepancies involving passengers identifying as having a disability.
- Below is a breakdown of ADA related complaint categories for Q-1 2019 vs Q-1 2018:
- Total disability-related complaints for Q-1 2019 = 178 complaints vs. 188 in 2018. Of that total:
 - ADA Compliance (categories listed above) = 27 in 2019 vs. 70 in 2018.
 - Rude Operator totaled 26 complaints in 2019 vs. 49 in 2018.
 - Pass up totaled 29 complaints in 2019 vs. 16 in 2018.
 - Ramps totaled 5 complaints in 2019 vs. 11 in 2018.
 - Malfunctioning/Inoperable AVAS (automated stop announcements) totaled 4 complaints in 2019 vs 8 in 2018.
 - Priority Seating issues totaled 1 complaints in 2019 vs. 3 in 2018.
 - Stroller issues totaled 5 complaints in 2019 vs. 4 in 2018.
 - Failure to Kneel Bus totaled 9 complaints in 2019 vs. 8 in 2018.
 - Refusal to allow service animal on board totaled 1 complaints in 2019 vs. 5 in 2018.
 - Failure/Refusal to Deploy Gap Filler totaled 3 complaints in 2019 vs. 4 in 2018.
 - Elevator malfunction complaints totaled 3 in 2019 vs. 6 in 2018.
 - Escalator malfunction complaints totaled 0 in 2019 vs. 0 in 2018.
 - Failure to announce stops complaints totaled 0 in 2019 vs. 4 in 2018.
 - Accessible Service complaints totaled 1 in 2019 vs. 0 in 2018.
 - Touching passenger/equipment/service animal complaints totaled 0 in 2019 vs. 0 in 2018.

ADA Advisory Committee Sub-Committees

- Chairman Davis reminded Committee members that the purpose of the Sub-Committees is to provide time between the quarterly meetings for members “to keep active and engaged” regarding topics of importance to the Committee. Participation is optional and may also include individuals outside of the CTA ADA Advisory Committee.
- Chairman Davis explained that, “The three subcommittees that we [the Committee] decided would be -- one would be safety and training. ... The second is wayfinding and technology. That is especially now that we have all these construction, rehabbing, and the All Stations Accessibility Project [ASAP] going, it's a great time for us to kind of maybe recommend some innovative technology that's either helping with the hearing impaired and Deaf communities blind communities just to make it easier for us to wayfind and get around stations and etc. Then the last is, of course, advocacy, which is really critical because we want to make sure all these projects get the funding they need.Melissa

and I will do a follow-up ... to reach out and see where your interests might lie, if you're interested in serving on a [Sub] Committee, you can let us know and we'll go from there".

- Vice Chairman Fuller explained, "I am the Chair for the Sub-Committee on safety and training. With this Sub-Committee, what we do is focus primarily on safety for the disabled community and training. Training from CTA how does it reach out to the disability community and we do that by getting together once a month and we pick a topic and kind of focus on that topic go out in our community -- disabled community get suggestions, ideas on how we can improve certain areas, improve or enhance. For example, the last meeting was March 19th and we selected the web page the accessibilities web page on CTA's website. Right now, what we're doing is reaching out to the community to find out, hey, you know, if you were to go on this web page and read it, would you feel confident in traveling the CTA system based on the information that was given? If you don't feel confident, what information would you input? What do you suggest that we give to the CTA to help enhance that? So once [we have] that information -- we come back together, we compile those suggestions and determine which questions we want to present to you, the Committee, and also turn it over to Amy so she can internalize through CTA, go through that process internally and hopefully update and advance whatever that topic or suggestion is for the month". She invited anyone interested in joining this Sub-Committee to contact her.
- Ms. Shaw was concerned how she could participate in a Sub-Committee meeting and Facilitator Serpe assured her and the Committee that accommodations such as sign language interpreting or anything else needed for a member to participate would be provided.
- Ms. Hill expressed interest in joining the Wayfinding Sub-Committee.
- Chairman Davis explained that that Committee has yet to meet but she will definitely be included in that outreach and on the Committee.

Facilitator's Report

- Facilitator, Amy Serpe, Manager ADA Compliance Programs provided a brief update from the ADA Unit.
- She explained that all CTA Board Meetings, which are streamed live on YouTube, will have American Sign Language (ASL) Interpreters.
- Facilitator Serpe stated that she was asked to provide a couple of examples of how CTA goes above and beyond basic compliance in terms of what we do? She explained that, "I happened to have been at a conference and I was talking with the person that basically does the accessibility for New York and we started comparing notes, what do you do, what do you do? And in terms of at their rail stations, they have nobody to help you. They have somebody that is there selling tickets, but in terms of if you were to walk in and say, I'm blind, can you get me to the train or I need you to get me off the train or I need to get to the front of the station, they don't have anybody that does that and we actually do. Our CSAs, [which are] within the FTA requirements that we have those CSAs at our stations, but that's important to CTA because we want to be able to provide really good customer service. Another thing that we have, all of our rail cars are accessible [to people who use wheelchairs or other mobility devices]. Again, in New York they have one rail car that's accessible and you have to be in one particular place on the platform in order to get in that car. There is sometimes someone in that car that works with the gap filler kind of thing, but if you were to say I don't want to sit in this car, you want to sit in the third car or whatever, it's not accessible. So only one of the cars is accessible".
- Ms. Hill wanted to add that in Boston, especially on their Green Line, only the last rail car is accessible and you need the Conductor to assist in getting off the train. Ms. Buchanan added that she has been to New York and the city is not very accessible such as providing curb cuts, etc.
- Facilitator Serpe said that she had also heard that someone at an RTA meeting had asked why CTA had selected the #20 Bus Route as the route for the Extended Information Tracking Signs that provide transfer and other information related to bus service. This route was chosen because it is a very long route as it goes all the way east

and all the way west so travels through many neighborhoods and the CTA thought that was a good route to pilot these extended information signs.

- She added that, “The pilot is running now, so you may catch a bus at some point on the 20 route that has those signs. Also, they are really instrumental in helping our Deaf and Hard-of-Hearing community, which is we realize an underserved community sometimes. So that's also some of the reasons we're part of this program now. Another thing too, just so people don't panic, is that none of the audio is going away. The signs, the information that is already there is still going to be there. This is in addition to that.”
- Facilitator Serpe explained that there is a State of Financial Interest Form that all Committee members will be asked to complete to ensure that there is no conflict of interest in participating as a member of the ADA Advisory Committee. Accommodations will be provided to assist anyone who needs help in completing the form.
- There will be an upcoming Rail Car Familiarization Training for anyone who wants to participate. The purpose is to allow people to explore the overall accommodations of a CTA rail car and practice boarding, alighting, etc., at a pace that helps them feel more comfortable traveling on the “L”. This will most likely happen during the summer when the weather improves.
- Lastly, again in answer to a request, Facilitator Serpe explained that approximately 11% of all weekday rides on the CTA system in 2017, as well as 2018 were taken by people who use the Reduced Fare Program Cards.
- Facilitator Serpe is still waiting for the wrap-up completion of the 95th Street Station project to arrange for a familiarization training.

Old Business

- Vice Chairman Fuller noted that there is standing water near a passenger pass-through between the Blue and Red Line trains at Adams. Mr. Connelly stated that there had been construction there and will check on the current situation.

New Business

- Chairman Davis stated that there will be an ASAP program update at the July 8, 2019 meeting.
- Vice Chairman Fuller would like some kind of written information regarding what various departments do and how they relate to accessibility and/or customers with disabilities.

Adjournment

- Chairman Davis noted the next meeting will be Monday, July 8, 2019 from 1:30 – 4 p.m.
- Chairman Davis asked for a motion to adjourn. Vice Chairman Fuller moved to adjourn the meeting and Ms. Berman seconded the motion. All voted, “Aye,” and the public part of this meeting adjourned at 2:52 p.m.

Ethics Training:

- Committee members then moved to the Board Conference Room to receive Ethics Training from CTA's Deputy General Counsel, Compliance, Policy & Appeals.
- This portion of the meeting's Executive Session ended at 4 p.m.

ajs 7-2-19

Approved as submitted at 7-8-19 meeting